

15. ORDERING AND RECEIVING VFC VACCINE

Overview

VFC providers are required to order and manage vaccine through imMTrax, the State immunization registry. Upon enrollment, providers are given access to the system and inventory management training. Cold chain data, inventory reconciliations, and vaccine orders (if needed) must be received by the 15th of each month. Providers are required to enter cold chain data and reconcile inventory each month regardless of whether they order vaccine. **Provider staff must have “site administrator” privileges in imMTrax to manage and order VFC vaccine.**

VFC vaccine orders are exported from imMTrax to the CDC ordering system and placed at McKesson, the CDC-contracted distributor of VFC vaccine. Refrigerated vaccine is shipped directly from McKesson to the provider. Varicella-containing vaccine, which must be kept frozen, ships directly from Merck to the provider and is not shipped from McKesson. Figure 3 is a general outline of the vaccine ordering and receiving process.

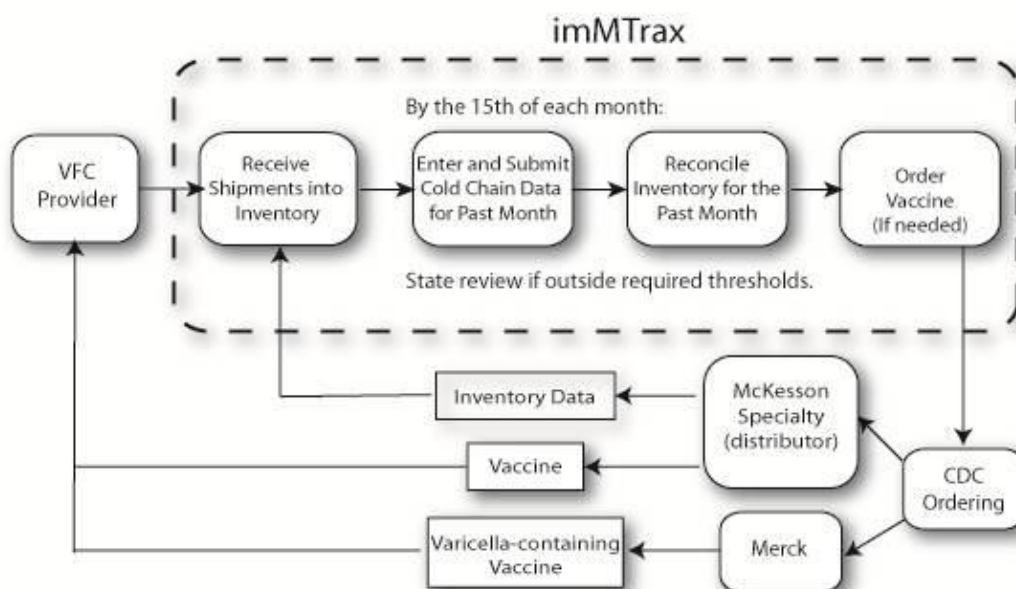


Figure 1 VFC Vaccine Order and Receiving Process

This handbook is not an in-depth imMTrax user's guide and will only outline the steps and policies associated with managing VFC vaccine in the system. Please refer to the *imMTrax Provider Handbook* (<https://immtrax.mt.gov/users.shtml>) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov) for more information on using imMTrax.

Ordering VFC Vaccine

You must complete two steps in imMTrax before you can order vaccine:

1. Enter and submit cold chain data for the previous month (current to the day of submission)

2. Reconcile your VFC vaccine inventory within the last 14 days.

Cold chain data and inventory reconciliation must be completed each month regardless of whether you order vaccine. Vaccine orders must be submitted by the 15th of each month.

Entering and Submitting Cold Chain Data

- All VFC providers must log temperatures for VFC vaccine storage units twice daily (See Section 13, page 54). Temperatures must be recorded on the paper log provided by the Immunization Program (download from www.immunization.mt.gov).
- Before reconciling inventory and ordering vaccine, you must enter cold chain data (current temperatures from your twice daily monitoring) for the previous month into imMTrax (up to the day of submission) and submit it to the State. This process is outlined in the following steps:
- To initially set up your storage units in the system click **Manage Cold Chain>>>Add Unit**.
- After your storage units are in the system, record temperature data by going to **Manage Cold Chain>>>Record Temperatures**. If you enter temperature data in imMTrax throughout the month and are not ready to submit your data, click **Save**. If you have data for ALL storage units entered and are ready to submit your data, click **Save and Submit**.
- In order to proceed to the reconciliation function, submitted cold chain data must meet two requirements:
 - There must be two temperature readings for each day your facility is open up to the day of your data submission
 - All temperatures must be in range.
- If either of these criteria is not met, you will not be able to reconcile your inventory until you provide all required data (missing data) and/or the State reviews and approves your cold chain data (out-of-range temperatures). Contact the Immunization Program if you have problems submitting your cold chain data (444-5580 hhsiz@mt.gov).
- Contact the Immunization Program immediately when you discover out-of-range temperatures that threaten your vaccine. This will safeguard your vaccine supply *and* facilitate the quick review of your out-of-range data in imMTrax. If submitting out-of-range temperatures, enter a brief description of the incident and the date you contacted the Immunization Program into the comment box before submitting your cold chain data for the month.
- Once cold chain data is submitted and approved by the State (if necessary), you can then reconcile your vaccine inventory.

Detailed imMTrax instructions can be found in *the imMTrax Provider Handbook*

(<https://imctrax.mt.gov/users.shtml>) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov).

Reconciling Inventory

Reconciling your inventory is simply accounting for the vaccine that was removed from inventory during the previous month. You must have reconciled inventory within 14 days of placing a vaccine order.

- To reconcile inventory go to **Manage Inventory>>>Show Inventory>>>Reconcile**.
- The first step in reconciliation is physically counting the vaccine in your storage units by lot number.

- The next step is entering doses administered into imMTrax for each vaccine by lot number. This can be done one of two ways depending on whether you are an integrated or aggregate user:
- **Integrated users** enter patient immunization records into imMTrax throughout the month. During that process, vaccines are selected out of inventory. Integrated users simply have to keep their patient immunization data entry up to date. During reconciliation, doses administered are automatically accounted for on the reconciliation screen.
- **Aggregate users** must manually enter doses administered for the month by vaccine, by lot number, by age cohort. You do not need to enter doses administered by dose number. All data can be entered under Dose #1.
- Once entered (aggregate) or automatically imported from immunization records (integrated), doses administered will subtract from your starting inventory to give **Inventory on Hand**.
- Next, enter the results of your refrigerator count by vaccine, by lot number into the **Refrigerator Count** field.
- If your **Inventory on Hand** differs from your **Refrigerator Count**, the difference automatically calculates by dose and percentage in the **Adjustment** column. You then must investigate and reconcile the discrepancy or keep it and select the most appropriate reason for the difference in the **Reason** drop-down list. If your **Inventory on Hand** differs from your **Refrigerator Count** by more than the threshold set by the State, your reconciliation will be flagged for review. You will not be able to order vaccine until the State has reviewed your reconciliation.
- imMTrax will log you out of the system if it is idle for more than 45 minutes. If this happens, you may lose data. During data entry, clicking **Save and Finish Later** every 15 minutes will prevent this from happening.
- When you have entered your **Doses Administered** (aggregate users), **Refrigerator Count**, and **Adjustment Reasons** for all lots, hit **Save and Submit**.
- Once your reconciliation is submitted and approved (if required), you can order vaccine.

Detailed imMTrax instructions can be found in *the imMTrax Provider Handbook*

(<https://immtrax.mt.gov/users.shtml>) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov).

Placing Orders

As of August 1, 2013, orders are placed online in imMTrax:

- Before placing a vaccine order, submit in imMTrax your current cold chain data (twice-daily temperature readings from paper logs) and reconcile your inventory. See previous sections. You must have reconciled your inventory within 14 days of when you place your order.
- Order VFC vaccine **no more than once per month** and less frequently if you are a low-volume provider. **Place orders between the 1st and 15th of each month.** More than one order per month may be allowed in emergencies. Non-emergency orders submitted after the 15th of the month will be held until the next ordering window (1st of the next month).
- To place a vaccine order in imMTrax, under the "Inventory" heading on the left-hand menu, click **Manage Orders**. The "Orders/Transfers" screen will appear. Click **Create Order** in the upper right of the screen.
- A list of public vaccines available to your facility will appear. Enter the number of doses ordered in the **Order Requested** column. (The "Order Recommended" column is not functional at this time.)

- VFC vaccine must be ordered by the dose. Dose amounts ordered must be divisible by the package size listed in the “Packaging” column. Boxes cannot be broken down into smaller quantities.
- Once all vaccine order quantities are entered click one of the following:
 - **Save Order** – Saves the order for submitting later. The “Orders/Transfers” screen redisplay and the order appears in the “Inbound Orders” section as “Saved, Not Submitted.” To access the order again, check the radio button next to the order on the “Orders/Transfers” screen, and click **Receive/Modify**. The order will reappear and can be edited, re-saved, or submitted.
 - **Submit Order** – Saves the order and submits it to the Immunization Program for review. The order then appears in the “Inbound Orders” section as “Submitted, Under Review.”
 - **Cancel** – Does not save the order and returns to the “Orders/Transfers” screen. No order is created.
- Immunization Program reviews orders to ensure that they are:
 - Not over a three-month supply (including current inventory) based on doses administered entered during the month (integrated providers) or during reconciliation (aggregate providers).
 - Not over-ordering a single-antigen presentation when combination vaccines are in inventory (e.g., not over-ordering IPV if you have adequate Pediarix® or Pentacel® on hand).
- The Immunization Program may adjust orders that do not conform to the requirements listed above. We make every attempt to contact providers before modifying orders.
- Issues with order quantities may delay your order. Please strive to order a three-month supply of vaccine (including your current inventory) based on your usage history.
- Be sure to inform the Immunization Program of special circumstance such as a campaign or catch-up clinic where you need more vaccine than your usage history allows (hhsiz@mt.gov 444-5580).

Checking the Status of an Order

- Orders typically ship within 5–10 days from the time they are submitted to the Immunization Program.
- To check the status of orders, under the “Inventory” heading on the left-hand menu, click **Manage Orders**.
- Saved or submitted orders will appear on the “Orders/Transfers” screen under “Inbound Orders.” The status of the order is listed under the “Order Status” column, and includes the following options:
 - **Saved, Not Submitted** – Order is saved, but not submitted to the Immunization Program for review. Provider can still edit order at this point. (See “Save Order” in section above.)
 - **Submitted, Under Review** – Order has been submitted to the Immunization Program for review but has not been placed with the CDC. The order can only be changed by the Immunization Program. To change an order displaying this status, contact the Immunization Program (hhsiz@mt.gov 444-5580).
 - **Approved for Shipment** – Order has been approved by the Immunization Program and sent to the CDC.
 - **Shipped** – Order has been fulfilled by the CDC and shipped to the provider. **DO NOT** “receive” orders in imMTrax until they have physically arrived at your facility and you have inspected the package and inventoried the contents. See next section on how to receive orders in imMTrax.
- If you have additional questions about the status of your order, call or email the Immunization Program (444-5580 hhsiz@mt.gov).

Receiving Orders

- You must inform the Immunization Program (444-5580 hhsiz@mt.gov) if your vaccine shipping address or times you can receive vaccine shipments change.
- You should receive VFC vaccine 5–10 days after submitting your order. Varicella-containing vaccines ship from the manufacturer (rather than from McKesson) and may take longer to arrive.
- If you have not received your order in 10 days, check the status of your order in imMTrax (see section above), or contact the Immunization Program (444-5580 hhsiz@mt.gov).

Receiving Vaccine Shipments at your Facility

- Follow the procedures below when receiving vaccine shipments at your facility:
 - Inform front desk and supply personnel when vaccine deliveries are expected. **DO NOT leave vaccine deliveries unattended.** Check all deliveries immediately to determine if they are perishable vaccine and handle them accordingly.
 - Contact the designated Vaccine Manager or Alternate Manager when shipments arrive (See Section 12 for contact information).
 - Place vaccine in an approved storage unit holding proper temperatures as soon as possible.
 - Follow the instructions on the packing slip when unpacking vaccine shipments. Confirm that:
 - The package is not damaged or leaking
 - The temperature monitors (if present) are within acceptable temperature range
 - The vaccine quantities, lot numbers, and expiration dates match the packing list
 - Expiration dates are compared to current stock to ensure short-dated vaccines are used first.
 - See “Problems with Orders and Shipment” section below.

Receiving Orders in imMTrax

You must “receive” VFC vaccine orders in imMTrax for them to appear in your inventory.

- To electronically receive VFC vaccine orders, under the “Inventory” heading, click **Manage Orders**. The “Orders/Transfers” screen will appear.
- Under “Inbound Orders,” select the radio button next to your VFC vaccine order. The “Order Status” must show as “Shipped” in order to receive it. Click **Receive/Modify**. The list of vaccines approved for order by the Immunization Program will appear, including receipt quantities, lot numbers, and expiration dates.
- Non-varicella-containing vaccines ordered, but not shipped will have an “N/A” in the “Receipt Quantities” column.
- Compare the imMTrax inventory list to your packing slip and the vaccines in the shipment.
- Then click one of the following:
 - **Accept Order** – Click **Accept Order** if the doses in the “Receipt Quantities” column match those on the packing slip and in the shipment. Vaccines not shipped (“N/A” designation) will not be accepted, but will remain in the “Inbound Orders” until shipped.

Varicella-containing Vaccines:

- Varivax® and ProQuad® may show as shipped before they arrive at your facility. DO NOT ACCEPT ProQuad® and Varivax® shipments until they physically arrive at your facility. Use the Partially Receive option (below) until they arrive.
- When accepting varicella-containing vaccines (after they have arrived at your facility), DO NOT EDIT the receipt quantities, lot number, or expiration date. This information imports directly from Merck and should match your packing slip and shipment.
- **Reject Order** – Never reject an order without first contacting the Immunization Program (hhsiz@mt.gov or 444-5580)
- **Partially Receive** – Use this option to accept shipment of refrigerated vaccines when varicella-containing vaccines have not arrived yet. Change the “Receipt Quantities” on the ProQuad® and Varivax® to “0” and then click **Partially Receive**. The varicella-containing vaccines will remain in the Inbound Orders, and can be accepted when they arrive at your facility.
- **Cancel** – To take no action and return to the “Orders/Transfers” screen.
- Accepted/received vaccines will automatically appear in your public vaccine inventory. To confirm that your inventory was added, under the “Inventory” heading, click **Manage Inventory>>>Show Inventory**.

Problems with Orders and Shipments

- Never reject VFC vaccine delivery or discard VFC vaccine shipments.
- If you believe your vaccine order was compromised during shipment *immediately* call the MSCC at 1-877-836-7123. This number is printed on the temperature monitors packed with the vaccine.
- Viability calls must reach MSCC the same day the vaccine arrived at your facility or the CDC, Immunization Program, and your facility may be liable for vaccine replacement, regardless of the cause of the temperature excursion.
- If you encounter problems other than viability issues, call or email the Immunization Program (444-5580 hhsiz@mt.gov).
- Please note that VFC vaccine orders may have been adjusted to conform to the ordering requirements specified in this section. We make every attempt to contact providers before modifying orders. Contact the Immunization Program if you have questions.

Seasonal Influenza Vaccine Orders

The Immunization Program must pre-book seasonal influenza vaccine months in advance and distribute doses during the season as it becomes available. For this reason, we manage influenza vaccine differently than other publicly supplied vaccine:

- The Immunization Program distributes an influenza vaccine order form mid-summer of every year. It lists the vaccine offerings for the coming season and instructions for returning the form to the Immunization Program.
- The order form must contain your influenza order for the entire season and be returned by the submission deadline in order to guarantee your vaccine for the season.
- As influenza vaccine becomes available at McKesson, we ship allocations to our providers. Shipments typically begin the first of September and last through December, until all orders are fulfilled. You may not receive your entire order at once.

- After orders are fulfilled, we often have extra doses available on a first come, first serve basis.
- Seasonal influenza vaccine expires in June. DO NOT discard expired influenza vaccine. It must be returned to McKesson following the procedure outlined in Section 16.
- Contact the Immunization Program (444-5580 hhsiz@mt.gov) with questions about influenza vaccine orders.

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(<https://immtrax.mt.gov/users.shtml>) or contact the imMTrax Training and Support at 444-4560 (hhsiz@mt.gov).